

## **ANNEX L RECEPTION AND CARE**

### **I. PURPOSE**

To establish an organization and procedures to provide for the temporary reception and care of people displaced or evacuated from their residence because of an emergency or disaster situation.

### **II. SITUATION AND ASSUMPTIONS**

#### **A. Situation**

1. Christian County is subject to a number of disasters that could cause the evacuation of the residents of the affected area. The number of people affected could range from very few such as in an isolated incident to large numbers if a disaster struck a densely populated area.
2. Potential disasters that could cause evacuation in Christian County are flooding (see Annex J) and hazardous materials incidents (see Annexes J and H). Other potential situations could cause the displacement of people such as a dam failure (see Annex J), major power failure or winter storm.
3. Facilities are available in Christian County and its municipalities to temporarily shelter and feed those persons evacuated or displaced by an emergency or disaster (see Incident Management Guide-Response).

#### **B. Assumptions**

1. Affected persons will respond as directed by local government officials.
2. Some evacuees will be cared for by friends or relatives.
3. Owners/operators of potential shelters will permit the use of their facilities.
4. Assistance by relief agencies along with assistance from outside the county will be available if required and/or requested.

### **III. CONCEPT OF OPERATIONS**

#### **A. General**

1. Relocation/evacuation will take place either by order of the chief elected official or spontaneously as a result of the impending situation.
2. Reception and Care operations will be directed and controlled by the County and/or City Reception and Care coordinator. Operations will be directed and coordinated from the Christian County EOC or a facility designated at the time reception and care becomes necessary.

3. Support to Reception and Care operations will be provided by other County and/or City departments/agencies as required. Such support would include, but not necessarily limited to the following:
  - a. Monitor reception and care operations and provide coordination.
  - b. Assist in locating and opening shelters.
  - c. Resource assistance.
4. The Emergency Management Director will assist the Reception and Care Coordinator in:
  - a. Emergency mass feeding operations
  - b. Assigning and managing reception and care center teams.
5. Coordination between agencies/departments will be maintained utilizing all available communications systems.
6. Shelters to be used will be selected and prepared for occupancy as necessary. The public will be advised by all available media of shelter locations (see the Incident Management Guide-Database for a list of shelters, their location and person to contact).

B. Actions to be Taken by Operating Time Frames

There follows a list of recommended actions to be taken by the Reception and Care Coordinator according to the four time frames of operation: Mitigation, Preparedness, Response and Recovery.

1. Mitigation
  - a. Identify suitable shelter to protect people from the risk conditions assumed. (See the Recovery Section of the Incident Management Guide)
  - b. Coordinate the development/revision of Reception and Care Standard Operating Procedures (SOPs) to include as a minimum, procedures for reception/registration, allocation and feeding with appropriate relief agencies and supporting county/city departments.
  - c. Monitor listing of potential shelters; including their locations, capacity, mass feeding capabilities, ownership and person-to-contact (see the Incident Management Guide-Database for sight locations.).
  - d. Identify population groups that would require special assistance (i.e., institutionalized, handicapped and/or disabled persons, etc.) and make special plans for them, including identifying appropriate lodging/shelter facilities.
  - e. Recruit and enlist other organized groups (religious, civic, fraternal, etc.) to

assist with Reception and Care operations.

- f. Provide NIMS and other needed training for Reception & Care personnel.
- g. Work with appropriate agencies to develop/obtain necessary registration forms and establish registration procedures.
- h. Develop procedures to allocate people to lodging and feeding facilities.
- i. Develop methods for managing reception and care activities (registration, staffing, lodging, feeding, pertinent evacuee information, etc.).
- j. Develop/maintain a list of potential sources of supplies, i.e., cots, blankets, food, eating utensils, etc.
- k. Participate in tests, exercises, and drills.

2. Preparedness

- a. Analyze pending emergency and alert appropriate Reception and Care personnel and/or groups and organizations.
- b. Establish contact with shelter owners/operators.
- c. Check status of available supplies.
- d. Make necessary preparations to activate Reception and Care operations.
- e. Notify County Commission/Mayors of situation and status of Reception and Care organization.
- f. Notify support agencies of situation.
- g. Identify facilities within commuting distance of the hazardous area for essential workers and their families if appropriate.

3. Response

- a. Activate Reception and Care organization.
- b. Contact shelter owners to open shelters and staff shelters as required.
- c. Provide listing of shelters that have been activated to the County Commission/Mayors for release to the news media.
- d. Register evacuees, assign shelters, and maintain a listing of shelter population.
- e. Conduct feeding operations as necessary (this could be just assisting private

agencies).

- f. Advise support agencies of requirements, i.e., transport of food, blankets, etc., for shelter occupants.
  - g. Monitor sheltering operations to insure an even distribution of victims to all shelters.
  - h. Assist with locating and reuniting evacuees and their families/relatives. Provide an information service for victims needing additional services.
  - i. Compile records of victims and their problems for use in damage assessment and recovery.
  - j. Maintain contact and coordination with the County Commission/Mayors.
4. Recovery
- a. Maintain level of Reception and Care operations as required by the situation.
  - b. Continue to assist in locating and reuniting victims and their families/relatives.
  - c. Assist as required in the administration of federal and state disaster assistance.
  - d. Phase out Reception and Care operations as necessary.
  - e. Insure that adequate records are finalized and provided to appropriate parties to include after-action reports, statements of charges for supplies, damage to shelter, etc.

#### IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

##### A. Organization

The organizational chart for the reception and care function is shown in Appendix 1 to this annex.

##### B. Assignment of Responsibilities

- 1. The Reception and Care Coordinator for Christian County is the Director of Disaster Services of the American Red Cross.
- 2. The Reception and Care Coordinator is responsible for seeing that necessary plans and procedures are developed to ensure a capability for Reception and Care operations which will include reception/ registration, shelter and feeding operations.

3. Supplies and other resources needed will be the responsibility of the Resource & Supply section.
4. Medical care and public health measures in the shelters will be provided by the Health and Medical section. (see Annex M)
5. Communications support will be provided by the E-911 Office and the municipal police departments.

V. DIRECTION AND CONTROL

- A. Direction and control of Reception and Care operations will vary according to the extent of the disaster or emergency situation. In a large-scale disaster, direction and control will be carried out from the EOC (see Annex A).
- B. In limited disaster or emergency situation, Reception and Care operations will be controlled from normal office locations if possible, or at a site designated at that time.
- C. All requests for assistance will be made by the EOC.

VI. CONTINUITY OF GOVERNMENT

- A. The line of succession for the Coordinator of Reception and Care operations will be through the American Red Cross organization as explained in their standard operating procedures.
- B. Lines of succession to the agencies supporting reception and care operations will be according to the procedures and normal lines of succession established by the respective departments.
- C. Records of actions taken and resources expended will be maintained in the EOC and will be transferred with the EOC should it be moved.

VII. ADMINISTRATION AND LOGISTICS

- A. Administration
  1. Reception and Care personnel will complete the necessary forms and compile information to provide a record of:
    - a. Shelters used
    - b. Name of shelter owner/operator
    - c. Number of people sheltered
    - d. Number of meals served
    - e. Supplies ordered

- f. Receipts for all goods obtained
- g. Any damage to shelters
- h. Public information releases

(A sample shelter registration form is provided in Incident Management Guide-Response)

- 2. Procedures should be developed for using these forms and for compiling them at the EOC.
- 3. Shelter management training should be instituted to train a small cadre of managers.

B. Logistics

- 1. If possible, procurement of necessary supplies will be accomplished through normal acquisition channels.
- 2. During unusual or life-threatening situations, normal purchasing procedures may be set aside and emergency procedures as set forth in County Court orders and/or City ordinances will be used (if they exist).
- 3. Local firms will be given preference when contracting for resources to cope with a disaster situation.
- 4. Communications equipment and personnel will be furnished by the Christian County Sheriff's Office and the municipal police departments.

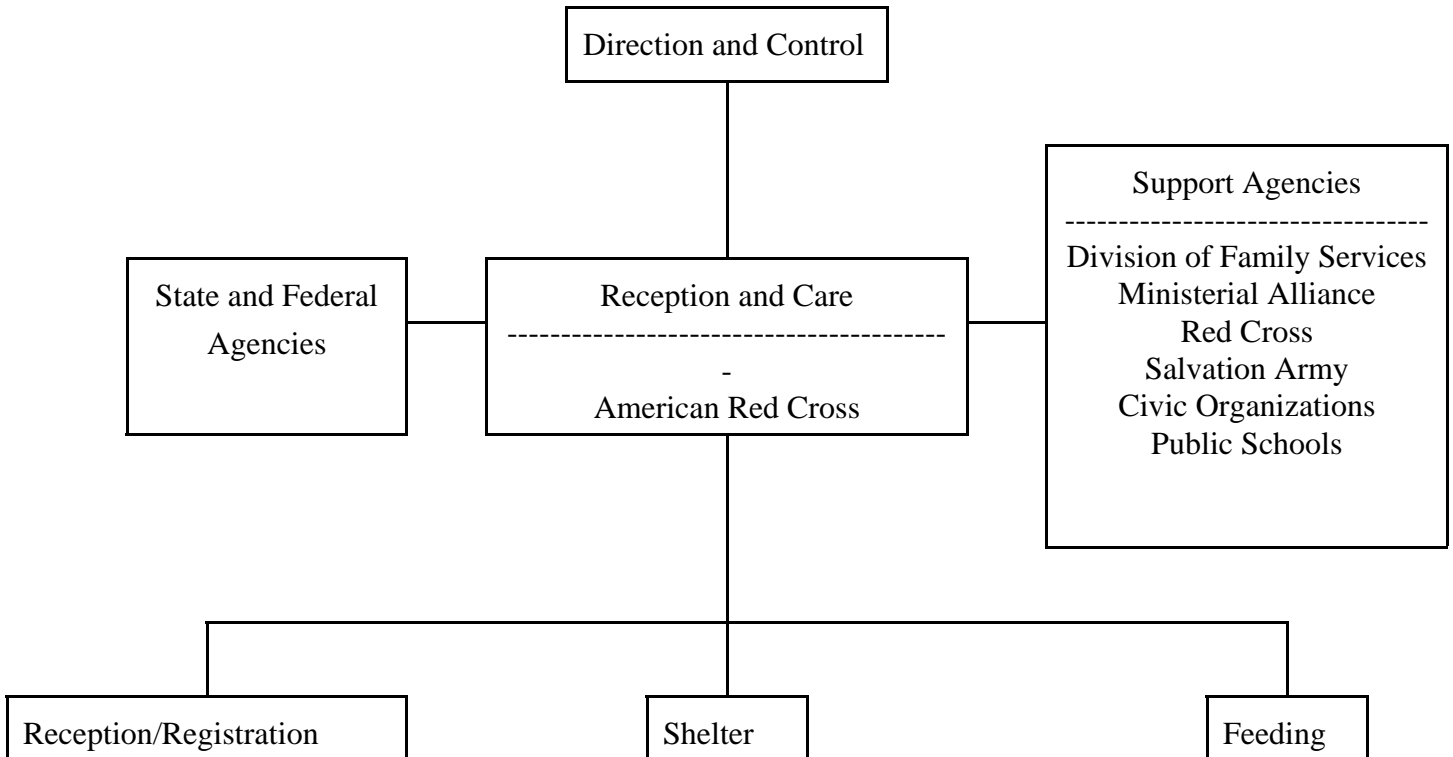
VIII. ANNEX DEVELOPMENT AND MAINTENANCE

- A. A review and update of this annex will be completed annually by the Christian County Emergency Management Director in conjunction with the Reception and Care Coordinator.
- B. Resource lists (to include available shelters) will be updated annually by the Christian County Emergency Management Director.

## APPENDICES

1. Reception and Care Organizational Chart
2. Available Shelters (See the Reception and Care Section of the Incident Management Guide)

**RECEPTION AND CARE ORGANIZATIONAL CHART**



Reception and Care operations will depend largely upon the cooperation of shelter owners and various religious, civic, and volunteer organizations.



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